



# Appendix P

## Copies of Relay Newsletters

## Appendix P: Copies of Relay Newsletters

# Office of the Deaf & Hard of Hearing

## Community Review

SUMMER 2007  
Volume 4, Number 3

Washington State Department of Social and Health Services



## Message from the Director

Many people may know about ODHH's role in managing the telecommunications relay service, equipment distribution program, and regional service centers of the deaf and hard of hearing. However, some people may not be aware of the important role ODHH has within the Department of Social and Health Services (DSHS). Our state law that identifies services to be provided by ODHH also allows ODHH to assist DSHS programs in meeting reasonable accommodation needs required by Title II (State and Local Governments) of the federal Americans with Disabilities Act of 1990 (ADA).

Title II of the ADA requires that DSHS provide accommodations when necessary in order to provide equal access and effective communication for deaf, hard of hearing, and deafblind individuals needing DSHS programs, services, and activities. Many who are deaf, hard of hearing, or deafblind have different communication needs. It is

a challenge for DSHS employees to provide accommodations to communicate effectively with these individuals.

To remove communication barriers facing people with hearing or speech loss, DSHS had Administrative Policy 7.20 which was titled "Communication Access for Persons Who Are Deaf, Hard of Hearing, DeafBlind and Speech Disabled." Most of the language was about interpreting for deaf clients. At the time, DSHS did not have a standard contract for sign language interpreting services. Each agency had to write its' own interpreting contracts. The old policy was written to carry out the requirements of those contracts.

However, because DSHS now has a standard sign language interpreting contract managed by ODHH available to all DSHS agencies, separate accommodation requirements by each DSHS agency are no longer needed. Recently, ODHH staff, advisory committee, and other important stakeholders revised the policy to eliminate most of the interpreter contract requirements and instead include the ADA requirements. The revised policy still acknowledges interpreting but recognizes other accommodations for persons with communication barriers. The policy guides DSHS in how to provide accommodations that meet individual needs so that those individuals may have equal access opportunities to effective communication as enjoyed by those without disabilities.

This revised policy is also aligned with goals identified in the ODHH Strategic Plan 2007-2011. These goals include accommodations such as assistive listening systems, real-

time captioning (CART), assessing DSHS employees' sign language proficiency, and video remote interpreting (VRI). Starting this July, ODHH will begin working on these goals/accommodations to better serve you and DSHS!

See the resources listed on page 8.



**Because DSHS now has a standard sign language interpreting contract managed by ODHH available to all DSHS agencies, separate accommodation requirements by each DSHS agency are no longer needed.**

Eric Raff, ODHH Director

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hankid@dshs.wa.gov

## Vincenzo Andrew Gulotta

Patriarch of the Deaf Community passed away  
on Sunday, June 24, 2007

Vincenzo Andrew Gulotta was born at St. Elizabeth's Hospital in Yakima, WA, on November 16, 1924 to Leonarda and Andrew Gulotta. Vincenzo was the youngest of three children. Vincenzo was born deaf and attended Washington School for the Deaf (WSD) in Vancouver, WA since he was 5 ½ years old. He graduated from WSD in 1943. While attending school, he was very active in sports and won many awards and trophies. After graduating from WSD, he held a variety of jobs.



**November 16, 1924  
to June 24, 2007**

On July 16, 1954 he married Mary Ann Unser Mantas. They had one son (Vincent Andrew) who was stillborn. They raised Mary's two daughters, Shirley and Carol whom he loved dearly and was proud to be called their "Dad". His beloved wife Mary died in 1984. On October 8, 1994, Vincenzo married his 2<sup>nd</sup> wife, Shirley Sloan Nelson Gulotta where he gained an extended family.

Shortly after his retirement with Boise Cascade for 37 years in 1990, he worked part-time at Central Washington Service Center for the Deaf and Hard of Hearing (CWSCDHH) as a TTY Trainer, traveling all over Central Washington training people, businesses and agencies on how to use the TTY and Washington Relay Service. In 1993, Vincenzo enrolled in Yakima Valley Community College (YVCC) to pursue his lifelong dream for a college degree. In 1999 (at the age of 74) he was the first deaf person to graduate from YVCC. From 2000 to 2004 he taught American Sign Language in the Foreign Language Department at Central Washington University. Vincenzo served on the Board of Directors for CWSCDHH. He was an active member in the Washington State Association for the Deaf, (WSAD) Washington School for the Deaf Alumni Association, (WSD-AA), Past President of the Yakima Valley Association of the Deaf (YVAD) where he was an avid recycler up to the time of this death to raise funds to support the deaf community causes, where he was honored for his outstanding leadership, dedication and service. He was a member of Lower Naches Grange, St. Joseph Church, and the Sons of Italy Lodge.

Being a person with a high energy level, Vincenzo had a variety of jobs and hobbies, his hands and mind were never idle. Being deaf never got in the way of him doing or trying whatever he put his mind to do. He was truly a role model for deaf and hearing alike. In 1972, he was volunteer assistant at Yakima Valley Community College for sign language. He also volunteered many years to teach sign language to hearing people of EARS (Employment Rehabilitation Society).

His hobbies included bowling (he has many trophies and sponsored a team), biking, dancing, carpentry, cabinet maker, computers, historian (he has compiled many books on the Yakima Deaf Community), bocce, and all sports, both in school and YMCA. He even had the distinction of playing a game with the Harlem Globetrotters when they were in Yakima.

Vincenzo was a staff member of South Eastern Washington Service Center of the Deaf and Hard of Hearing (SEWSCDHH) where he taught sign language classes to Yakima Police Department, DSHS, and Work Source employees.



## Introducing ALDA to the Pacific Northwest

By Christine Seymour

When late deafness impacted my life causing me to leave my chosen field, it was people I met through the Association of Late Deafened Adults (ALDA), that took a chance on me by inviting me to come to California and try my hand at providing support services to hard of hearing and late deafened adults for Deaf Counseling Advocacy and Referral Agency (DCARA). That experience gave me the skills I need to return home to provide those same services to members of my own community at Hearing Speech and Deafness Center (HSDC) in Tacoma.

As the new President-Elect of ALDA, Inc and managing editor of the ALDA News, I am anxious to introduce ALDA to the Pacific Northwest. The newest chapter, ALDA Puget Sound had its first meeting on April 1 and has attracted members from Everett and Seattle, to Bellevue, Kent and Auburn, Tacoma, Olympia, McLeary and Port Orchard and Bremerton. ALDA's unique focus is the personal experience of hearing loss and expanded social activities for its members.

The mission of the Association of Late Deafened Adults (ALDA) is to support the empowerment of late deafened people. The mission is accomplished through Empowerment, Advocacy, Role Models and Support (EARS).

Late Deafened Adults are people who have lost their hearing in any degree after having acquired spoken language. ALDA members may or may not use hearing aids, may or may not use assistive listening devices, may or may not use cochlear implants and may or may not use sign language. What ALDA members DO is 'whatever works'. This is the philosophy that keeps the doors to ALDA wide open to anyone who is interested.

ALDA is committed to providing a support network and a sense of belonging to late deafened people, sharing our unique experiences, challenges and coping strategies, helping one another find practical solutions and psychological relief, and working together with other

organizations and service providers for our common good.

ALDA provides networking through local chapters and groups as well as our annual conference (ALDA-con) to be held this year in Rochester, NY from September 26-30, 2007. ALDA provides social activities, advocacy, peer support, up-to-date information on new technology, and guidance for late-deafened adults, their families and friends on ways to deal effectively with the difficulties arising from losing our hearing.

If you are interested in becoming part of ALDA you can join ALDA, Inc at [www.alda.org](http://www.alda.org). Memberships entitles you to receive the quarterly ALDA News that spotlights personal experiences of late deafened people and the ALDA Biz annual report from the Board of Directors.

For more information about ALDA Puget Sound area or how you can bring ALDA to your community please contact me directly at [aldachristine@comcast.net](mailto:aldachristine@comcast.net).

ALDA welcomes you. We hope you will welcome ALDA.

# The NEW Sprint VRS

## Just for YOU!

### July 1, 2007!

**OLD: SprintVRS.tv**  
**NEW: SprintRelay.tv**



**For Hearing Callers:**

- Dial (877) 709-5776
- Give an IP number to a Video Interpreter to connect

**New Addresses:**

- Voice Carry-Over: [vco.sprintrelay.tv](http://vco.sprintrelay.tv)
- Español: [espanol.sprintrelay.tv](http://espanol.sprintrelay.tv)
- Customer Service: [help.sprintrelay.tv](http://help.sprintrelay.tv)
- Computer with webcam: [www.sprintvrs.com](http://www.sprintvrs.com)

Check it out:  
[www.sprintvrs.com](http://www.sprintvrs.com)

**Sprint Relay**

## Digital Revolution Excludes Closed Captioning

By James Hibberd

In the rush to create new digital products and make television programming available anytime, anywhere, the need for closed captioning is being overlooked. Viewing captions on high definition (HD) programming is a confusing process that has frustrated many viewers.

Mike Kaplan, who serves on the steering committee of the Hearing Loss Association of Los Angeles, said "Since 1993, closed captions have been built into every TV set larger than 13 inches. So why in 2007, with the latest great technology at our fingers, is it getting harder and harder to view captions?" The lack of closed captioning on new media doesn't only shut out deaf and hard-of-hearing viewers. According to a BBC study, 80 percent of households that use captions are watching the subtitles to learn the language or to follow a program in a noisy place.

The Federal Communications Commission (FCC) requires captions for broadcast and cable content. The rules do not cover Internet streaming or digital downloads. This makes providing closed captioning to those media more a matter of corporate responsibility than regulation.

The FCC rules do cover high-definition and video-on-demand delivery, but experts complain that companies do not comply with regulations and have a lack of consumer awareness. The online video players do not include captions. Many viewers still feel chained to their traditional analog sets. Experts on both sides of the issue agree that's not a cost issue... the price of converting televised caption text for the Web is only about \$200 per episode. Once a software system is in place, that cost tends to decrease further.

For high-definition broadcasts, closed captioning raises tricky technological problems. Traditional analog broadcasts have captions inserted in the signal that are decoded by the TV set. But HD captions are part of a separate data stream decoded by a set-top box (unless they are viewed with an over-the-air antenna). To view the captions, every piece of hardware must be compatible and in sync.

Calling content operators, stations or device manufacturers

tend to lead the viewer into a maze of support personnel unfamiliar with captioning issues. "People getting HD service are running into endless cycles of finger-pointing between set manufacturers, cable and satellite companies, and individual channels," Mr. Kaplan said.

The FCC requires local broadcasters and cable and satellite operators to make captions available on HD broadcasts. New networks have a four-year window to comply, so some smaller HD channels such as Universal HD have limited captioning, even though their content is largely from traditional networks. Very few cable network sites, including news networks, provide captions on their stories (CNN.com is an occasional exception).

Shortly after TelevisionWeek asked the FCC about the issue, the commission issued a formal advisory alerting viewers that they may experience problems receiving captions for HD broadcasts. The advisory said to contact the FCC to report companies that violate captioning rules.

Cable video-on-demand (VOD) services are considered channels by the FCC, yet they have a spotty track record on captioning. A Comcast representative said its VOD offerings are exempt from FCC requirements, citing the four-year exemption for new channels. Comcast said each VOD brand added – such as HBO and Discovery – should be counted as a new channel with four years to comply. That raises an issue: In the digital age, what is a channel? VOD is almost entirely reformatted content that has been on the air for years.

"The captioning capability is in place and we're providing that in accordance with the regulations," said Comcast spokesman Chris Ellis. "The amount of captioned content continues to increase."

Rather than wait for the FCC to update its regulations yet again, companies are urged to make captioning a higher priority.

Source: [http://tweek.com/news/2007/06/closed\\_captioning\\_excluded\\_dig.php](http://tweek.com/news/2007/06/closed_captioning_excluded_dig.php)  
Condensed and adapted by ODDH for publication purposes. (June 17, 2007)

### FCC News on Closed Captioning on DTV

The Federal Communications Commission (FCC) is concerned that consumers may experience difficulty in receiving and/or viewing closed captioning on some digital television (DTV) programming, including high definition television (HDTV), provided by a programming distributor such as a cable company or a satellite television provider. These difficulties generally could arise from two causes:

- 1) The consumer's set-top box and/or DTV are not properly set to allow closed captions to be displayed.
- 2) There are technical problems with the cable or satellite provider's system that prevent closed captions from being received and decoded by the set-top box and/or DTV.

**Read our Advisory for more information:** Closed Captioning for Digital Television <http://www.fcc.gov/cgb/consumerfacts/dtvcaptions.html>

Source: FCC-ConsumerNews

## ▶ Relationships

Washington Relay Service is a free service provided by Washington State Office of the Deaf and Hard of Hearing (ODHH) to ensure equal communication access to the telephone services for people who are deaf, hard of hearing, deaf-blind, and speech disabled.

### ▶ ABOUT RELAY

Anyone wishing to use Washington Relay Service simply dials 711 to connect with a Communication Assistant (CA). The CA will dial the requested number and relay the conversation between the two callers.

**VOICE:** 1.800.833.6384

**TTY:** 1.800.833.6388

**VCO:** 1.800.833.6386

**STS:** 1.877.833.6341

**HCO:** 1.800.833.6388

**TB:** 1.800.833.6385

### ▶ USE RELAY

CUSTOMER SERVICE (ENGLISH)  
1.800.676.3777  
CUSTOMER SERVICE (SPANISH)  
1.800.676.4290



**WASHINGTON  
RELAY**

[www.washingtonrelay.com](http://www.washingtonrelay.com)



Have a loved one, friend, or co-worker  
you want to call today?

You can, with Washington  
Telecommunications Relay Service.

Making a call will never be difficult again!



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## Do you need ODHH publications in other reading formats or in a foreign language?

*Information, Referral and Advocacy Updates*  
By Ryan Bondroff

ODHH can provide ODHH-related program information in Large Print or Braille format or in a foreign language.

### Large Print and Braille Format:

We have new large print brochures about ODHH's programs and the Telecommunication Equipment Distribution program. For people who request Braille materials, we can provide those brochures and other ODHH related materials as well.

### Foreign Language Format:

If you prefer to read ODHH materials in a foreign language such as Spanish, Russian, Chinese, French, etc. We can have ODHH materials translated in any language that meet your language needs.

Please contact Ryan Bondroff to request materials in your preferred foreign language or reading format (large print or Braille) via email at: [bondroffryan@dshs.wa.gov](mailto:bondroffryan@dshs.wa.gov) or call 1-(800) 422-7930. You can also use Videophone (VP) to contact ODHH. We will complete your request and mail the materials to you.

## Back Issues of ODHH Community Review

Office of the Deaf and Hard of Hearing has back issues available for anyone who is interested in receiving them. Please contact ODHH at (800) 422-7930 V/TTY or email [ODHH@dshs.wa.gov](mailto:ODHH@dshs.wa.gov) to let us know which newsletter and how many copies you need. We'll be happy to send you those newsletters.

### List of Back Issues:

1. Spring 2004, Volume 1, Number 1
2. Fall 2004, Volume 1, Number 2
3. Winter 2005, Volume 2, Number 1
4. Summer 2005, Volume 2, Number 2
5. Fall 2005, Volume 2, Number 3 – Regular and Large Print available
6. Winter 2006, Volume 3, Number 1
7. Summer 2006, Volume 3, Number 2
8. Fall 2006, Volume 3, Number 3
9. Winter 2007, Volume 4, Number 1
10. Spring 2007, Volume 4, Number 2



## New Information for Deaf-Blind Washingtonians

The Association of Blind Citizens has an Assistive Technology Fund, which provides funds to cover 50% of the retail price of adaptive equipment or software. The equipment covered by this program must sell for a minimum of \$200 with a maximum price of \$6,000.

### Eligibility Criteria for Application is:

- Applicants must be legally blind,
- Must be a resident of the United States,
- Have a family income of less than \$50,000, and
- Have cash assets of less than \$20,000.

There are two application deadlines per year: June 30 and December 31. Applicants may apply once during a calendar year. For more information, email [atf@blindcitizens.org](mailto:atf@blindcitizens.org). You can also visit the website which is [www.blindcitizens.org](http://www.blindcitizens.org).

## Washington Prescription Drug Program (WPDP)

By Ryan Bondroff

The Washington Prescription Drug Program is a new prescription drug discount program. Through WPDP, when you receive a prescription discount card, you save up to 20% on name brand prescriptions and 60% on generic prescriptions. This program is open to all Washington residents regardless of age and income. There are no eligibility / enrollment requirements or fees for anyone to join.

You can enroll online, download the enrollment form, or call ODS at (800) 913-4146 (voice) to ask for an enrollment form to be mailed to you.

More information can be found at [www.rx.wa.gov](http://www.rx.wa.gov)

Governor Gregoire requested this program and it was supported by Washington State Legislature. You can also see the Governor Gregoire's press release at <http://www.governor.wa.gov/news/newsview.asp?pressRelease=517&newsType=1>

## Sign Language Interpreter Management Program News

By Emily Hill

**DSHS has a new Sign Language Interpreter Services contract to serve our clients and employees!** On June 30, 2007, the Sign Language Interpreter Services Contract expired, making way for a new one to begin on July 1. There are several changes to the new contract. Specific rate information can be found on the Sign Language Interpreter Management pages of the ODHH website (<http://odhh.dshs.wa.gov>).

### Base rate

Payment for the first hour of all appointments will be calculated at 1.5 times the interpreter's hourly rate bid for by the contractor. Additional hours of interpreting service will be calculated at the regular hourly rate. (For example, if an interpreter or contractor bids \$50 per hour, payment for the first hour will be \$75 and payment for any subsequent hours will be at \$50 per hour.) All purchasers will be required to pay the base rate for all appointments, including those lasting less than one hour.

### Hourly rates

Contractors will pay all interpreters the entire hourly rate (and base rate) for which they bid. Contractors shall not deduct any portion of the contractor service fee from the interpreters' hourly rate.

### Contractor Service Fee

A fee (of no more than \$30) is paid directly to the contractor for services provided. The contractor service fee covers administrative requirements of this contract (scheduling, billing, reporting, etc.). This fee will be paid for each billable appointment, per requested interpreter, in accordance with the guidelines established in the contract.

### Emergency Rate

For emergency appointments, a \$5 additional charge per hour will be added to the interpreter's hourly rate. An emergency appointment is defined as a legal, medical (non-Medicaid), Child Protective Services (CPS), or Adult Protective Service (APS) ap-

pointment that may be scheduled with one hour or less notice to the contractor. Emergency appointments may happen at any time during the day, night, or weekend.

### Mileage

DSHS does not pay for travel time. Mileage rate will be reimbursed in accordance with the prevailing Office of Financial Management (OFM) Policy & Guidelines rate which is currently \$.485 per mile.

Mileage will be reimbursed on a "from address of origin" (address where the interpreter came from) to "address of appointment" basis. Mileage from the "address of appointment" to "address of destination" (address where the interpreter will go after the appointment) will be paid if the interpreter is traveling from the appointment to the interpreter's home or place of business. If the interpreter is traveling to subsequent appointments, the mileage to those appointments and the return trip to the interpreter's home or place of business must be paid by the subsequent requesters.

## Contractors

### INDIVIDUAL FREELANCE INTERPRETERS

**Roxie Andrews, CI/CT**  
University Place, WA  
(253) 861-5251 phone  
Jandrews16@juno.com  
Contract 0745-19087

**Katherine E. Bunze, CI/CT**  
Spokane, WA  
(509) 475-5597 phone  
Kbunze01@sprintpcs.com  
Katherinebunze@msn.com  
Contract 0745-19100

**Isabella Cobb, NAD V, CSC**  
Olympia, WA  
(360) 459-8076 Home  
(360) 701-1272 Cell  
Cobbir2u@comcast.net  
Contract 0745-19084

**Michael E. Kosanovich, NAD IV**  
Tacoma, WA  
(253) 686-6657 Phone  
(253) 759-7455 Fax  
MEKosanovich@gmail.com  
aslmichaelterp@net-venture.com  
Contract 0745-19090

**Polly L. MacLean, CSC**  
Lakewood, WA  
(253) 381-3547  
(253) 983-8905 Fax  
pollym@gmail.com  
2pollymac@earthlink.net  
Contract 0745-19085

**Sarah Rasmussen, CI/CT**  
Tacoma, WA  
(253) 222-3725 Phone  
sarahras@gmail.com  
Contract 0745-19089

**Verna Siegel, CI/CT**  
Centralia, WA  
(360) 280-8112 voice mail/pager  
(360) 763-6742 fax  
Vmsiegel49@hotmail.com  
Contract 0745-19088

### INTERPRETER REFERRAL AGENCIES

**ASL Professionals**  
PO Box 1359  
Orting, WA 98360  
(253) 759-7653  
(360) 897-0954 Fax  
aslprofessionals@comcast.net  
Contract 0745-19091

**Eastern Washington Center for the Deaf and Hard of Hearing**  
1206 N Howard  
Spokane, WA 99201  
(509) 328-9220  
(509) 327-4622 Fax  
nancy@ewcdhh.org  
Contract 0745-19094

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**HandDancer Interpreter Services, LLC**

5320 Nielsen Ave.  
Ferndale, WA 98248  
(360) 383-2293 Work  
(360) 739-1986 Cell  
(360) 383-2274 Fax  
kbuckmo@gmail.com  
Contract 0745-19102

**Language Fusion, LLC**

400 East Evergreen Blvd, Suite 203  
Vancouver, WA 98660  
(360) 750-1112  
(888) 750-1112  
(360) 750-1125 Fax  
(877) 750-1125 Fax  
asl@languagefusion.us  
Contract 0745-19103

**Northwest Interpreters, Inc.**

PO Box 65024  
Vancouver, WA 98665  
(360) 566-0492  
(360) 566-0453 Fax  
asl@nwiservices.com

**Sign Shares Seattle Corporation**

2020 43rd Ave. E Suite 2  
Seattle, WA 98112  
(206) 334-0662  
(206) 332-0453 fax  
difriesen@signshares.com

**Signing Resources & Interpreters, LLC**

8002 NE Highway 99 #B-705  
Vancouver, WA 98665  
(877) 512-2246 Voice and Fax  
(866) 512-2246 TTY  
request@signingresources.com  
Contract 0745-19104

**SignOn: A Sign Language Interpreting Resource, Inc.**

130 Nickerson St., Suite 107  
Seattle, WA 98109  
(206) 632-7100  
(206) 632-0405 Fax  
terps@signonasl.com

**Universal Language Service, Inc.**

PO Box 4147  
Bellevue, WA 98009  
(888) 462-0500  
(425) 454-8072  
(877) 516-4347 Fax  
(425) 454-3635 Fax  
unilang@gte.net

## It's About Communication

*By Colleen Rozmaryn*

According to the National Institute on Deafness and Communicative Disorders (NIDCD), at least 28 million Americans have hearing loss. Of that total population:

- 95% are hard of hearing (they hear and use sound at some level)
- 4% are late deafened (they had good hearing for most of their adult lives, then hearing diminished),
- 1% is "culturally Deaf" (they have their own customs and a language, American Sign Language).

In this issue of the ODHH newsletter I would like to review some of the services and referral information available for late deafened people.

**For help with the costs of hearing aids and other listening equipment contact:**

**Washington Access Fund  
WATF**

100 S. King Street, Suite 800  
Seattle, WA 98104  
1-800-214-8731 Voice  
1-800-808-8942 TTY  
E-mail: info@watf.org  
Web: www.watf.org

There are several other sources for assistance in buying hearing aids. Two of the top are:

**Northwest Lions Foundation for Sight & Hearing**

901 Boren Avenue, Suite 810  
Seattle, WA 98104-3534  
1-800-8475786 Voice  
E-mail at info@nlfoundation.org  
Web: www.nlfoundation.org

**The Starkey Hearing Foundation  
Hear Now Program**

6700 Washington Ave South  
Eden Prairie, MN 55344  
800.769.2799  
952.828.6946 fax  
www.sotheworldmayhear.org

Anyone who would like information about hearing loss and devices may contact ODHH's Information and Referral Manager, Ryan Bondroff at bondroffryan@dshs.wa.gov, or any of the ODHH Regional Service Centers listed in this newsletter.

## Federal Resources

*continued from page 1*

**Department of Justice**

The Americans with Disabilities Act; Public Law 101-336  
<http://www.usdoj.gov/crt/ada/pubs/ada.txt>

**ADA Regulation for Title II**

<http://www.usdoj.gov/crt/ada/reg2.html>

**Title II Technical Assistance Manual  
Covering State and Local Government  
Programs and Services**

<http://www.usdoj.gov/crt/ada/taman2.html>

**Accessibility of State and Local  
Government Websites to People with  
Disabilities**

<http://www.usdoj.gov/crt/ada/websites2.htm>

**Access for 9-1-1 and Telephone  
Emergency Services**

<http://www.usdoj.gov/crt/ada/911ta.htm>

## Video Relay Service (VRS) Providers List

ATTVRS  
AT&T  
Web: [www.attvrs.com](http://www.attvrs.com)  
Videophone: ATTVRS.TV

CAVRS  
Communication Access Center  
Web: [www.cacvrs.org](http://www.cacvrs.org)  
Videophone: CACVRS.TV

CSDVRS  
Communication Service for the Deaf  
Web: [www.csdvrs.com](http://www.csdvrs.com)  
Videophone: CSDVRS.TV

HAMILTON  
Hamilton Relay  
Web: [www.hipvrs.com](http://www.hipvrs.com)  
Videophone: HAMILTONVRS.TV

HAWK RELAY  
Hawk Relay  
Web: [www.hawkrelay.com](http://www.hawkrelay.com)  
Videophone: HAWKRELAY.TV

HOVRS  
Hands On  
Web: [www.hovrs.com](http://www.hovrs.com)  
Videophone: HOVRS.TV

i711 VRS  
i711  
Web: [www.i711.com](http://www.i711.com)  
Videophone: PREVIEW.I711.COM

LIFELINKS VRS  
LifeLinks  
Web: [www.lifelinksvrs.com](http://www.lifelinksvrs.com)  
Videophone: 69.18.207.166

NextTalk VRS  
NextTalk  
Web: [www.nexttalk.net](http://www.nexttalk.net)  
Videophone: (see website for details)

SORENSONVRS  
Sorenson Communications  
Web: [www.sorensonvrs.com](http://www.sorensonvrs.com)  
Videophone: 866-327-8877 (Its own videophone, see website for details)

SPRINTVRS  
Sprint  
Web: [www.sprintvrs.com](http://www.sprintvrs.com)  
Videophone: SPRINTRELAY.TV

SNAP!VRS  
Snap Telecommunications  
Web: [www.snapvrs.com](http://www.snapvrs.com)  
Videophone: CALL.SNAPVRS.COM

VERIZON VRS  
Verizon  
Web: [www.ip-vrs.com](http://www.ip-vrs.com)  
Videophone: TV.IPVRS.COM

Viable VRS  
Viable, Inc.  
Web: [www.viable.net/wv](http://www.viable.net/wv)  
Videophone: Viablevrs.tv

Please note that some VRS providers require establishing a video user profile to obtain a user ID number or personal 800 number. The hearing caller will need to provide the Video Interpreter (VI) either a static IP address, ID number or personal 800 number to contact the deaf video user and/or to leave a video message.

## Office of the Deaf & Hard of Hearing

**Toll Free: 1 (800) 422-7930 V/TTY  
(360) 902-8000 V/TTY**

**Web site: <http://odhh.dshs.wa.gov>**

Contact ODHH by Video Phone (VP) at:  
VP IP Address: 209.181.93.249  
VP#: (360) 902-8000

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Steve Peck, TRS Program Manager.....pecksc@dshs.wa.gov  
Kelly Robison, TED Program Manager.....robiskd@dshs.wa.gov  
Colleen Rozmaryn, ACT Program Manager.....rozmaic@dshs.wa.gov  
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Olympia WA 98504-5301

Address Service Requested

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